

# American Embassy, Amman

# Vacancy Announcement

---

## ANNOUNCEMENT NUMBER: 14 – 051

**OPEN TO:** All Interested Candidates

**POSITION:** Travel Supervisor, FSN-10, FP-5

**OPENING DATE:** July 10, 2014

**CLOSING DATE:** July 23, 2014

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \*Not-Ordinarily Resident: (Position Grade: FP-5)  
\*Ordinarily Resident: JD 17,783 p.a. (Position Grade: FSN-10)  
(Basic Salary)

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Amman is seeking an individual to fill a Travel Supervisor position in the General Services Office/Travel Section.

### BASIC FUNCTION OF POSITION

The Travel Office is the single logistical point of contact for all travel, hotel and very important personnel (VIP) visits for Embassy Amman. The Travel Supervisor manages the Mission Visitors Office (MVO) and is the contract officer's representative (COR) for the on-sight travel agency. The incumbent is an expert in travel policy and all logistics required for event-planning and arranging in Jordan to include VIP visits. The incumbent spends the majority of his/her time supervising the travel section staff, managing travel, accommodations, and coordinating visits. The remainder of the incumbent's time is spent performing the duties as the Contracting Officer Representative (COR) to the travel agency contract.

### QUALIFICATIONS REQUIRED

**NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.**

1. Education: Bachelor's degree in Business Management, Logistics or Travel related field and 5 years' experience of travel-related logistics in a large, high-stress environment, at least one of these years must include direct supervision of subordinates is required **OR** Completion of 2 years college or university study and 7 years' experience of travel-related logistics in a large, high-stress environment, at least one of these years must include direct supervision of subordinates is required. **(Supporting documentation (i.e., B.A. certificate) must be included in the application for eligibility purposes.)**

**يجب إرفاق شهادة الدراسة المطلوبة مع طلب التوظيف حتى يتم اخضاع الطلب للتدقيق**

2. Experience: At least five years' experience of travel-related logistics in a large, high-stress environment, at least one of these years must include direct supervision of subordinates is required.
3. Language: Level 4 (fluency) in English and Arabic is required. English proficiency will be tested. A score of 785 on the TOEIC exam or 590 on the TOFEL exam is acceptable. Examination scores should have been recorded within the last six months.
4. Knowledge: In-depth knowledge of travel methods and processes are required. Must have excellent supervisory and management expertise, and be able to work independently and prioritize tasks quickly with finite attention to detail. Must have strong negotiation, translation and interpretation skills, and knowledge of principles and processes for providing customer and personal services. Complex and multifaceted knowledge of or ability to quickly learn the Foreign Area Manual and Handbook, Federal Travel Regulations, State Department Travel Management System and VIP visits are required. Knowledge of the Microsoft software suite is required. Steadfast adherence to the highest standards of professional conduct and commitment to upholding the integrity of all aspects of travel administration consistent with all applicable and necessary regulatory guidance is required.
5. Skills and Abilities: Must have superior organizational, analytical, and planning abilities. Excellent interpersonal, oral and written communication skills are required to portray a positive image of the U.S. Embassy. Ability to consistently provide courteous customer service and to exercise tact cross-cultural sensitivity when dealing with a large cross-section of the public. Must be reliable, accurate and possess good time management skills. Ability to work under pressure is required. Skill to supervise the work of others to ensure adherence to quality standards, deadlines, and proper procedures is required.

#### **SELECTION PROCESS:**

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

#### **ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

#### **SELECTION PROCESS:**

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

#### **TO APPLY:**

Interested applicants for this position should submit the following or the application will not be considered:

1. Application for U.S. Federal Employment DS-174.

2. A current resume or curriculum vitae that provide the same information as a DS-174
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>
4. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
5. EFM, USEFM, and AEFM applicants must clearly indicate their status in the text or subject line of their application.
6. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location).

## **SUBMIT APPLICATION AND SUPPORTING DOCUMENTS TO**

Human Resources Office  
Telephone: 59060000

Applications can also be submitted electronically through [AmmanEmployment@State.gov](mailto:AmmanEmployment@State.gov). Please note "V-14 – 51 Travel Supervisor" in the subject line of the e-mail.

### **\*DEFINITIONS:**

1. **Appointment Eligible Family Member (AEFM):** An EFM (see #2) eligible for a Family Member Appointment for purposes of Mission employment:
  - Is a U.S. citizen; and
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
  - Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and
  - Is residing at the sponsoring employee's post of assignment abroad; and
  - Does not receive a Foreign Service or Civil Service annuity
2. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
3. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:
  - Not an EFM; and,
  - Not on the travel orders of the sponsoring employee; and,
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

**CLOSING DATE FOR THIS POSITION: July 23, 2014**

An Equal Opportunity Employer

The U.S. Mission in Jordan provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.